

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution		
				High	Low	FCR Total
Agriculture and Food	Billing	Sara Brown	IBM Tivoli Usage and Accounting	0	1	1
				0	0	0
			Product Total	0	1	1
				0	0	0
		Assigned to Individual Total		0	1	1
				0	0	0
	Help Desk	Brenda Treadway	None	0	1	1
				0	1	1
			Product Total	0	1	1
				0	1	1
		Vicky Marrelli	Novell Client for 32-bit Windows	0	1	1
				0	1	1
			Product Total	0	1	1
				0	1	1
		Assigned to Individual Total		0	2	2
				0	2	2
	Metro D Desktop Support	Jon Hager	Adobe Acrobat	0	1	1
				0	1	1
			Internet Explorer	0	2	2
				0	2	2
			Microsoft Office Professional 2010	0	1	1
				0	0	0

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	FCR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	None	1 1	21 20	22 21
			Novell Client for 32-bit Windows	0 0	2 2	2 2
			Novell ConsoleOne	0 0	8 8	8 8
			Novell GroupWise	0 0	4 4	4 4
			Utah Master Directory	0 0	3 3	3 3
			Product Total	1 1	42 40	43 41
		Philip Henderson	Microsoft Windows XP	0 0	1 1	1 1
			None	0 0	1 0	1 0
			ZENworks for Desktops	0 0	1 1	1 1
			Product Total	0 0	3 2	3 2
		Assigned to Individual Total		1 1	45 42	46 43
	Metro D Help Desk	Doug Brown	Novell Client for 32-bit Windows	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Jed Patrick	None	0 0	1 0	1 0

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	FCR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	Novell Client for 32-bit Windows	0	1	1
				0	1	1
		Product Total		0	2	2
				0	1	1
	Assigned to Individual Total			0	3	3
				0	2	2
	Metro D Hosting	Danny Simmons	None	0	2	2
				0	0	0
		Novell Client for 32-bit Windows		1	0	1
				0	0	0
		Product Total		1	2	3
				0	0	0
	Assigned to Individual Total			1	2	3
				0	0	0
	Rural South Desktop Support	Doug Thornton	None	0	1	1
				0	0	0
		Product Total		0	1	1
				0	0	0
	Lance Nay	None		0	1	1
				0	1	1
		Product Total		0	1	1
				0	1	1
	Assigned to Individual Total			0	2	2
				0	1	1
	Voice Operations	Romanza Hamblin	Telephone	0	2	2
				0	2	2
		Product Total		0	2	2
				0	2	2

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	FCR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total		0 0	2 2	2 2
	Voice/Data/WAN Services	Mike Johnson	Telephone	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	2 0	2 0
	Customer Company Total			2 1	59 49	61 50
	Customer Company Total			2 1	59 49	61 50

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response		
				High	Low	MIR Total
Agriculture and Food	Billing	Sara Brown	IBM Tivoli Usage and Accounting	0	1	1
				0	0	0
			Product Total	0	1	1
				0	0	0
			Assigned to Individual Total	0	1	1
				0	0	0
	Help Desk	Brenda Treadway	None	0	1	1
				0	0	0
			Product Total	0	1	1
				0	0	0
		Vicky Marrelli	Novell Client for 32-bit Windows	0	1	1
				0	0	0
			Product Total	0	1	1
				0	0	0
			Assigned to Individual Total	0	2	2
					0	0
	Metro D Desktop Support	Jon Hager	Adobe Acrobat	0	1	1
				0	0	0
			Internet Explorer	0	2	2
				0	0	0
			Microsoft Office Professional 2010	0	1	1
				0	0	0

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	MIR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	None	1 0	21 0	22 0
			Novell Client for 32-bit Windows	0 0	2 0	2 0
			Novell ConsoleOne	0 0	8 0	8 0
			Novell GroupWise	0 0	4 0	4 0
			Utah Master Directory	0 0	3 0	3 0
			Product Total	1 0	42 0	43 0
		Philip Henderson	Microsoft Windows XP	0 0	1 0	1 0
			None	0 0	1 0	1 0
			ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	3 0	3 0
		Assigned to Individual Total		1 0	45 0	46 0
	Metro D Help Desk	Doug Brown	Novell Client for 32-bit Windows	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Jed Patrick	None	0 0	1 0	1 0

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	MIR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	Novell Client for 32-bit Windows	0	1	1
				0	0	0
		Product Total		0	2	2
				0	0	0
		Assigned to Individual Total		0	3	3
				0	0	0
	Metro D Hosting	Danny Simmons	None	0	2	2
				0	0	0
		Novell Client for 32-bit Windows		1	0	1
				0	0	0
		Product Total		1	2	3
				0	0	0
		Assigned to Individual Total		1	2	3
				0	0	0
	Rural South Desktop Support	Doug Thornton	None	0	1	1
				0	1	1
		Product Total		0	1	1
				0	1	1
		Lance Nay	None	0	1	1
				0	0	0
		Product Total		0	1	1
				0	0	0
		Assigned to Individual Total		0	2	2
				0	1	1
	Voice Operations	Romanza Hamblin	Telephone	0	2	2
				0	0	0
		Product Total		0	2	2
				0	0	0

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	MIR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total		0 0	2 0	2 0
	Voice/Data/WAN Services	Mike Johnson	Telephone	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	2 0	2 0
	Customer Company Total		2 0	59 1	61 1	
	Customer Company Total			2 0	59 1	61 1

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours		
				High	Low	ATTIR Total
Agriculture and Food	Billing	Sara Brown	IBM Tivoli Usage and Accounting	0 0.00	1 0.71	1 0.71
			Product Total	0 0.00	1 0.71	1 0.71
		Assigned to Individual Total		0 0.00	1 0.71	1 0.71
	Help Desk	Brenda Treadway	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total		0 0.00	2 0.00	2 0.00
	Metro D Desktop Support	Jon Hager	Adobe Acrobat	0 0.00	1 0.00	1 0.00
			Internet Explorer	0 0.00	2 0.00	2 0.00
			Microsoft Office Professional 2010	0 0.00	1 0.00	1 0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	ATTIR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	None	1 0.00	21 0.03	22 0.03
			Novell Client for 32-bit Windows	0 0.00	2 0.00	2 0.00
			Novell ConsoleOne	0 0.00	8 0.00	8 0.00
			Novell GroupWise	0 0.00	4 0.00	4 0.00
			Utah Master Directory	0 0.00	3 0.00	3 0.00
			Product Total	1 0.00	42 0.02	43 0.02
		Philip Henderson	Microsoft Windows XP	0 0.00	1 0.39	1 0.39
			None	0 0.00	1 0.68	1 0.68
			ZENworks for Desktops	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	3 0.36	3 0.36
		Assigned to Individual Total		1 0.00	45 0.04	46 0.04
	Metro D Help Desk	Doug Brown	Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Jed Patrick	None	0 0.00	1 0.00	1 0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	ATTIR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total		0 0.00	3 0.00	3 0.00
	Metro D Hosting	Danny Simmons	None	0 0.00	2 0.60	2 0.60
			Novell Client for 32-bit Windows	1 0.62	0 0.00	1 0.62
			Product Total	1 0.62	2 0.60	3 0.61
		Assigned to Individual Total		1 0.62	2 0.60	3 0.61
	Rural South Desktop Support	Doug Thornton	None	0 0.00	1 1.02	1 1.02
			Product Total	0 0.00	1 1.02	1 1.02
		Lance Nay	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total		0 0.00	2 0.51	2 0.51
	Voice Operations	Romanza Hamblin	Telephone	0 0.00	2 0.16	2 0.16
			Product Total	0 0.00	2 0.16	2 0.16

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	ATTIR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total		0 0.00	2 0.16	2 0.16
	Voice/Data/WAN Services	Mike Johnson	Telephone	0 0.00	2 0.18	2 0.18
			Product Total	0 0.00	2 0.18	2 0.18
		Assigned to Individual Total		0 0.00	2 0.18	2 0.18
	Assigned Group Total			2 0.31	59 0.09	61 0.10
Customer Company Total				2 0.31	59 0.09	61 0.10

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution		
				High	Low	MR Total
Agriculture and Food	Billing	Sara Brown	IBM Tivoli Usage and Accounting	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Assigned to Individual Total		0 0	1 1	1 1
	Help Desk	Brenda Treadway	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Vicky Marrelli	Novell Client for 32-bit Windows	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	2 0	2 0
	Metro D Desktop Support	Jon Hager	Adobe Acrobat	0 0	1 0	1 0
			Internet Explorer	0 0	2 0	2 0
			Microsoft Office Professional 2010	0 0	1 0	1 0

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	MR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	None	1 0	21 0	22 0
			Novell Client for 32-bit Windows	0 0	2 0	2 0
			Novell ConsoleOne	0 0	8 0	8 0
			Novell GroupWise	0 0	4 0	4 0
			Utah Master Directory	0 0	3 0	3 0
			Product Total	1 0	42 0	43 0
		Philip Henderson	Microsoft Windows XP	0 0	1 0	1 0
			None	0 0	1 0	1 0
			ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	3 0	3 0
		Assigned to Individual Total		1 0	45 0	46 0
	Metro D Help Desk	Doug Brown	Novell Client for 32-bit Windows	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Jed Patrick	None	0 0	1 0	1 0

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	MR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	Novell Client for 32-bit Windows	0 0	1 0	1 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	3 0	3 0
	Metro D Hosting	Danny Simmons	None	0 0	2 0	2 0
			Novell Client for 32-bit Windows	1 0	0 0	1 0
			Product Total	1 0	2 0	3 0
		Assigned to Individual Total		1 0	2 0	3 0
	Rural South Desktop Support	Doug Thornton	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Lance Nay	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	2 0	2 0
	Voice Operations	Romanza Hamblin	Telephone	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	MR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total		0 0	2 0	2 0
	Voice/Data/WAN Services	Mike Johnson	Telephone	0 0	2 0	2 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	2 0	2 0
	Assigned Group Total		2 0	59 1	61 1	
Customer Company Total				2 0	59 1	61 1

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours		
				High	Low	ATTR Total
Agriculture and Food	Billing	Sara Brown	IBM Tivoli Usage and Accounting	0 0.00	1 8.16	1 8.16
			Product Total	0 0.00	1 8.16	1 8.16
		Assigned to Individual Total		0 0.00	1 8.16	1 8.16
	Help Desk	Brenda Treadway	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total		0 0.00	2 0.00	2 0.00
	Metro D Desktop Support	Jon Hager	Adobe Acrobat	0 0.00	1 0.00	1 0.00
			Internet Explorer	0 0.00	2 0.00	2 0.00
			Microsoft Office Professional 2010	0 0.00	1 	1

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	ATTR Total
Agriculture and Food	Metro D Desktop Support	Jon Hager	None	1 0.00	21 0.10	22 0.09
			Novell Client for 32-bit Windows	0 0.00	2 0.00	2 0.00
			Novell ConsoleOne	0 0.00	8 0.00	8 0.00
			Novell GroupWise	0 0.00	4 0.00	4 0.00
			Utah Master Directory	0 0.00	3 0.00	3 0.00
			Product Total	1 0.00	42 0.05	43 0.05
		Philip Henderson	Microsoft Windows XP	0 0.00	1 2.64	1 2.64
			None	0 0.00	1 0.85	1 0.85
			ZENworks for Desktops	0 0.00	1 0.86	1 0.86
			Product Total	0 0.00	3 1.45	3 1.45
		Assigned to Individual Total		1 0.00	45 0.15	46 0.15
	Metro D Help Desk	Doug Brown	Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Jed Patrick	None	0 0.00	1 0.00	1 0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	ATTR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total		0 0.00	3 0.00	3 0.00
	Metro D Hosting	Danny Simmons	None	0 0.00	2 0.60	2 0.60
			Novell Client for 32-bit Windows	1 0.62	0 0.00	1 0.62
			Product Total	1 0.62	2 0.60	3 0.61
		Assigned to Individual Total		1 0.62	2 0.60	3 0.61
	Rural South Desktop Support	Doug Thornton	None	0 0.00	1 1.02	1 1.02
			Product Total	0 0.00	1 1.02	1 1.02
		Lance Nay	None	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total		0 0.00	2 0.51	2 0.51
	Voice Operations	Romanza Hamblin	Telephone	0 0.00	2 0.79	2 0.79
			Product Total	0 0.00	2 0.79	2 0.79

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

				High	Low	ATTR Total
Agriculture and Food	Voice Operations	Assigned to Individual Total		0 0.00	2 0.79	2 0.79
	Voice/Data/WAN Services	Mike Johnson	Telephone	0 0.00	2 0.75	2 0.75
			Product Total	0 0.00	2 0.75	2 0.75
		Assigned to Individual Total		0 0.00	2 0.75	2 0.75
	Assigned Group Total		2 0.31	59 0.36	61 0.35	
Customer Company Total				2 0.31	59 0.36	61 0.35

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

Detail

INC000000451831	Thane Marshall	PC/Laptop	Hardware	None		TIR Missed: Yes	1.02
	Rural South Desktop Support	Doug Thornton	Agriculture and Food	Low	Resolved	TTR Missed: No	1.02
INC000000454303	Cody James	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	
INC000000454410	Therese Aschkenase	Telecom	None	Telephone		TIR Missed: No	0.21
	Voice/Data/WAN Services	Mike Johnson	Agriculture and Food	Low	Closed	TTR Missed: No	0.44
INC000000455338	William Robinson	Telecom	Hardware	Telephone		TIR Missed: No	0.16
	Voice/Data/WAN Services	Mike Johnson	Agriculture and Food	Low	Closed	TTR Missed: No	1.07
INC000000455491	Mark Martin	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000455494	Marjorie Moore	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000455501	Cham Hoang	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000455503	Linda Lewis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000455857	Samuel Lima	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000455864	Cathie Larsen	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000455891	David Bailey	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000456720	Wade Campbell	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000456726	Tamra Watson	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000456728	Tamra Watson	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000457326	Roger Brian	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000458220	Cameron Holt	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

INC000000458222	Ron Davidson	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000459156	Shelly Jensen	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000459158	Stephen Ogilvie	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000459832	Sushma Karna	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000460131	Carla Johnson	PC/Laptop	Error	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000460533	Carla Johnson	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000460534	Chris Crnich	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000460541	Sharon Simonson	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000460542	Delia Tracey	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000460586	Chris Crnich	Application	Password	ZENworks for Desktops	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low Closed	TTR Missed: No	0.86
INC000000460667	Delia Tracey	PC/Laptop	Virus	Microsoft Windows XP Professio	TIR Missed: No	0.39
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low Closed	TTR Missed: No	2.64
INC000000461352	Kathleen Clarke	Telecom	Voice Mail	Telephone	TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin	Agriculture and Food	Low Closed	TTR Missed: No	1.21
INC000000461550	Rich Riding	Telecom	Voice Mail	Telephone	TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin	Agriculture and Food	Low Closed	TTR Missed: No	0.36
INC000000461915	Rhonda Overman	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	1.05
INC000000462965	Delia Tracey	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000462972	Jeremiah Diehl	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
INC000000462979	Kyle Stephens	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High Closed	TTR Missed: No	0.00

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

INC000000463614	Stephen Ogilvie	Application	Password	IBM Tivoli Usage and Accountin	TIR Missed: No	0.71
Billing	Sara Brown	Agriculture and Food	Low	Resolved	TTR Missed: Yes	8.16
INC000000463775	Therese Aschkenase	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000463781	Mary Jane Vanderlinden	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000463783	Robert Hougaard	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
INC000000463786	Taylor Payne	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	
INC000000466040	Henry Nahalewski	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000466050	Cathie Larsen	PC/Laptop	Virus	None	TIR Missed: No	0.10
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.10
INC000000466585	Cathie Larsen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000466950	Vicki Needham	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000467612	Vicki Needham	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000467619	Don McClellan	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000467620	Gary Day	Network	Password	Utah Master Directory	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000467623	Roberta Valdez	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000467626	Arlene Thatcher	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	
INC000000467629	Thane Marshall	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000467994	Shelly Jensen	Server	Error	None	TIR Missed: No	0.70
Metro D Hosting	Danny Simmons	Agriculture and Food	Low	Resolved	TTR Missed: No	0.70
INC000000468003	Mary Jane Vanderlinden	Server	Error	None	TIR Missed: No	0.51
Metro D Hosting	Danny Simmons	Agriculture and Food	Low	Resolved	TTR Missed: No	0.51

Enterprise Incident Report February 2012

As of 3/1/2012

Agriculture and Food

INC000000468007	Stephen Ogilvie	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.62
	Metro D Hosting	Danny Simmons	Agriculture and Food	High	Resolved TTR Missed: No	0.62
INC000000468016	Linda Lewis	Network	Error	None	TIR Missed: No	0.68
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Resolved TTR Missed: No	0.85
INC000000468589	Brian Tea	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Agriculture and Food	Low	Resolved TTR Missed: No	0.00
INC000000468692	Brian Tea	PC/Laptop	Password	None	TIR Missed: No	0.63
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved TTR Missed: No	0.63
INC000000469064	Bruce King	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved TTR Missed: No	0.00
INC000000469069	Brian Tea	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved TTR Missed: No	0.00
INC000000469073	Dave Daniels	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved TTR Missed: No	0.00
INC000000469086	Matt Bailey	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved TTR Missed: No	0.00
INC000000469904	Arlene Thatcher	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved TTR Missed: No	0.00
INC000000469905	Jeremiah Diehl	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved TTR Missed: No	0.00
INC000000469909	Matt Bailey	Application	Password	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved TTR Missed: No	0.00